

DMH Satisfaction Survey Results

Consumer Satisfaction - 2002

Alcohol and Drug Abuse Services/

Comprehensive Psychiatric Services - Inpatient, Community
Services & Residential Care Facilities/

Division of Mental Retardation & Developmental Disabilities -
Regional Centers & Habilitation Centers

Demographics

		Total Served ^a				Total Survey Returns ^b			
		Total ADA/CPS/ MRDD ^c	Total ADA	Total CPS Inpatient & Community Services ^c	Total MRDD	Total ADA/ CPS/MRDD	Total ADA	Total CPS	Total MRDD
SEX	Male	55.6%	63.6%	47.9%	59.7%	52.5%	61.3%	47.7%	55.9%
	Female	44.4%	36.4%	52.1%	40.3%	47.5%	38.7%	52.3%	44.1%
RACE	White	76.1%	69.2%	78.4%	76.5%	76.9%	70.3%	80.1%	79.8%
	Black	19.5%	28.9%	19.1%	16.6%	17.9%	25.0%	14.1%	19.7%
	Hispanic	0.5%	0.5%	0.6%	0.4%	1.2%	1.8%	0.9%	0.2%
	Native American	0.3%	0.4%	0.3%	0.2%	1.4%	1.1%	1.7%	0.2%
	Pacific Islander	0.2%	0.2%	0.1%	0.2%	0.2%	0.2%	0.2%	0%
	Alaskan	0%	0%	0%	0%	0.1%	0.1%	0%	0%
	Oriental	0.3%	0.2%	0.3%	0.3%	0.1%	0%	0.1%	0%
	Bi-Racial	0.4%	0.3%	0.3%	0.6%	1.4%	1.1%	1.7%	0%
	Other	2.7%	0.5%	0.9%	5.1%	0.9%	0.4%	1.1%	0%
AGE	0-17	28.5%	10.9%	13.8%	47.4%	38.07 11.2%	31.47 17.3%	41.03 8.6%	46.56 1.0%
	18-49	56.3%	82.6%	63.2%	41.4%	67.5%	76.7%	63.0%	61.3%
	50+	15.2%	6.6%	23.0%	11.3%	21.3%	6.0%	28.4%	37.7%

^a The demographic statistics in the columns marked Total Served are based on the number of people served April 2002 according to DMH billing records.

^b The demographic statistics in the column marked Total Survey Returns are based on the survey returns.

^c These numbers include CPS Inpatient and Community Services only because the state was not able to determine the number of persons served for Residential Care Facilities.

Sample Size

*Information is based on the number of returned forms
and the number of people served according to DMH billing records.*

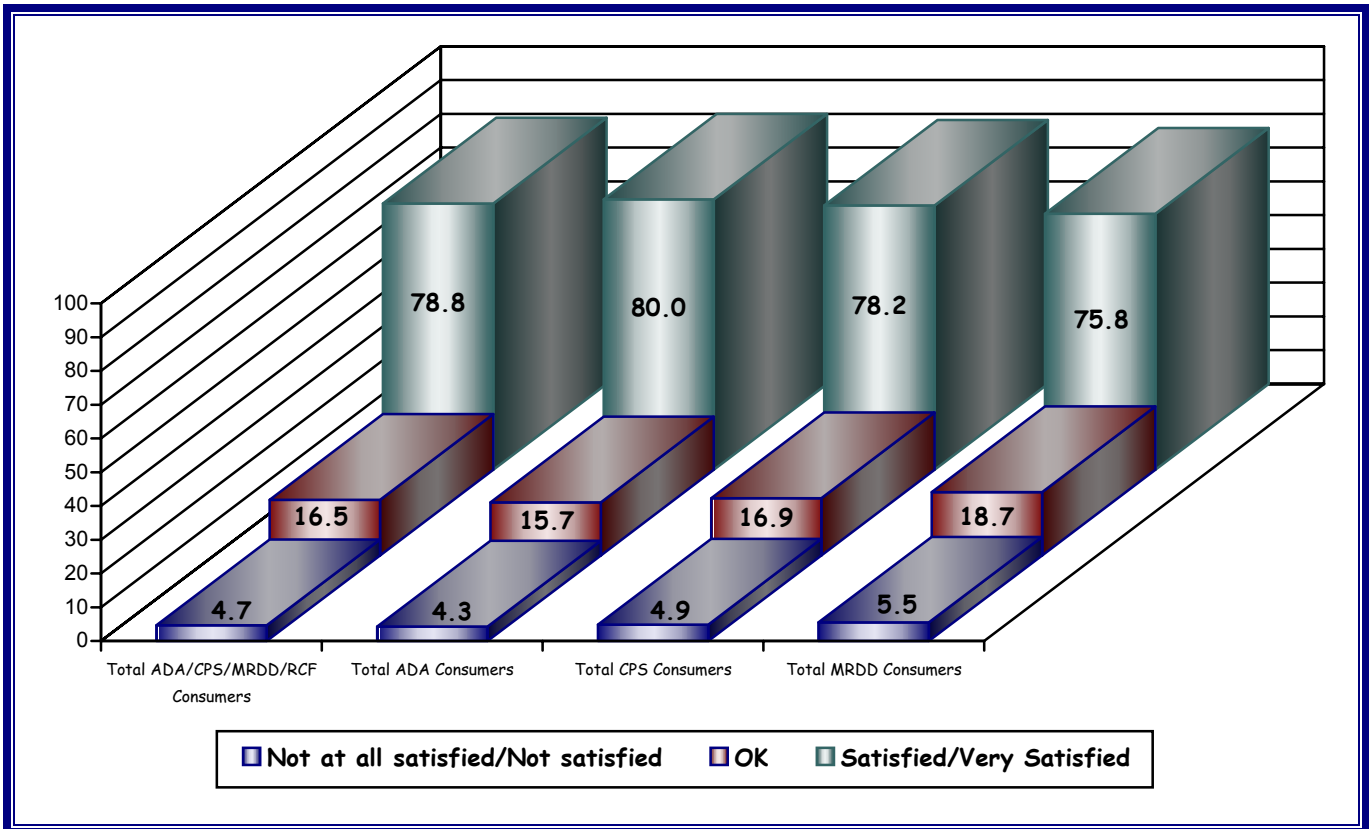
	Number Served	Number Forms Returned	Percent of Served Returned
ADA/CPS/MRDD Total	40329*	11567**	28.9%
ADA Total State	12002*	3771	31.4%
CPS Total State	27457*	7305	26.6%
MRDD Total State	870***	491**	56.4%
*Unduplicated count. **Includes individuals who could not respond. ***The MR/DD numbers represent a 3% sample of cases by five types of services (Case Management, Congregate Residential, In-Home, Supported Residential and Habilitation Centers) (Each Habilitation Center and Regional Center had at least 25 consumers to be surveyed, even if this represented more than a 3% sample.)			

Services for the Deaf or Hard of Hearing

The following represents the percentage of affirmative responses for each item.

	Total ADA/ CPS/MRDD	Total ADA	Total CPS	Total MRDD
Are you deaf or hard of hearing?	8.2%	5.2%	9.8%	8.1%
If yes, do you use sign language?	7.5%	9.1%	7.1%	11.1%
If you use sign language, did this agency use sign language without the help of an interpreter?	8.3%	7.6%	7.9%	40.0%
If you use sign language and the staff did not sign to you, was an interpreter provided?	10.9%	9.1%	10.9%	25.0%

Overall Satisfaction with Services



Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"

Some of the key findings were:

- Statewide, 78.8% of the consumers of the Division of Alcohol and Drug Abuse (ADA), the Division of Comprehensive Psychiatric Services (CPS), and the Division of Mental Retardation and Developmental Disabilities (MRDD) who responded to the survey were "satisfied" or "very satisfied" with the services they received.
- The ADA consumers showed the highest satisfaction rating with 80.0% "satisfied" or "very satisfied".

Satisfaction with Services

How satisfied are you . . .	Total ADA/ CPS/MRDD ^a	Total ADA ^b	Total CPS ^c	Total MRDD ^d
with the staff who serve you?	4.24 (11015)	4.26 (3671)	4.23 (7042)	4.51 (302)
with how much your staff know about how to get things done?	4.17 (10928)	4.16 (3666)	4.17 (6982)	4.40 (280)
with how staff keep things about you and your life confidential?	4.29 (10857)	4.33 (3647)	4.26 (6947)	4.53 (263)
that your treatment plan has what you want in it?	4.13 (10818)	4.18 (3642)	4.10 (6926)	4.38 (250)
that your treatment plan is being followed by those who assist you?	4.19 (10771)	4.22 (3631)	4.17 (6884)	4.42 (256)
that the agency staff respect your ethnic and cultural background?	4.32 (10589)	4.37 (3597)	4.29 (6712)	4.49 (280)
with the services that you receive?	4.24 (10902)	4.24 (3671)	4.22 (6942)	4.40 (289)
that services are provided in a timely manner?	4.24 (8030)	4.15 (2546)	4.29 (5244)	4.18 (240)
that the staff treats you with respect, courtesy, caring, and kindness?	3.97 (2922)	4.19 (1123)	3.81 (1759)	4.90 (40)
that where you live is clean and comfortable?	4.01 (2925)	4.15 (1128)	3.90 (1756)	4.76 (41)
with the opportunities for exercise and relaxation?	3.70 (1126)	3.70 (1126)	-	-
that the meals are good, nutritious and in sufficient amounts?	3.70 (2912)	3.79 (1123)	3.62 (1749)	4.45 (40)
with the childcare provided by the agency?	4.30 (84)	4.30 (84)	-	-
with your case manager?	4.39 (268)	-	-	4.39 (268)
<p>The first number represents a mean rating. Scale: 1=Not at all satisfied . . . 5=Very satisfied.</p> <p>The second number represents the number responding to this item.</p> <p>^a These ratings are for the combined rating of the Division of Alcohol and Drug Abuse, Comprehensive Psychiatric Services, Division of Mental Retardation and Developmental Disabilities, and Residential Care Facilities.</p> <p>^b This represents the ratings for all Division of Alcohol and Drug Abuse Consumers.</p> <p>^c This represents the ratings for all Comprehensive Psychiatric Services Consumers.</p> <p>^d This represents the ratings for all Division of Mental Retardation and Developmental Disabilities Consumers.</p>				

Some of the key findings were:

- **Statewide, the people served by the Division of Alcohol and Drug Abuse, the Division of Comprehensive Psychiatric Services, and the Division of Mental Retardation and Developmental Disabilities reported that they were satisfied with the services they received. All but three ratings were above a mean of 4.00 ("satisfied").**
- **The highest rated item for ADA was with the staff's respect of ethnic and cultural backgrounds (mean of 4.37) and the lowest rated item was with opportunities for exercise and relaxation (mean of 3.70).**
- **The highest rated items for CPS were with the staff's respect of ethnic and cultural backgrounds and timeliness of services (mean of 4.29) and the lowest rated item was with the quality of the meals (mean of 3.62).**
- **The highest rated item for MRDD was with the courtesy, caring and kindness of staff (mean of 4.29) and the lowest rated item was with the timeliness of services.**

Satisfaction with Quality of Life

How satisfied are you . . .	Total ADA/ CPS/MRDD ^a	Total ADA ^b	Total CPS ^c	Total MRDD ^d
with how you spend your day?	3.62 (10409)	3.74 (3659)	3.52 (6444)	4.25 (306)
with where you live?	3.74 (10337)	3.77 (3625)	3.70 (6405)	4.27 (307)
with the amount of choices you have in your life?	3.57 (10362)	3.67 (3662)	3.49 (6414)	4.14 (286)
with the opportunities/chances you have to make friends?	3.69 (10335)	3.84 (3649)	3.58 (6394)	4.17 (292)
with your general health care?	3.79 (10200)	3.79 (3554)	3.76 (6363)	4.50 (283)
with what you do during your free time?	3.68 (10333)	3.79 (3647)	3.59 (6392)	4.19 (294)
with the opportunities that you have had during the last year to do something that you are proud of?	4.30 (231)	-	-	4.30 (231)
How safe do you feel . . .				
in this facility?	4.05 (2919)	4.35 (1130)	3.85 (1749)	4.85 (40)
in your home/agency?	4.16 (9092)	4.32 (3608)	4.04 (5187)	4.45 (297)
in your neighborhood?	3.97 (10230)	4.10 (3612)	3.89 (6331)	4.27 (286)
<p>The first number represents a mean rating. Scale: (How satisfied are you...): 1=Not at all satisfied . . . 5=Very satisfied. Scale: (How safe do you feel...): 1=Not at all safe . . . 5=Very safe.</p> <p>The second number represents the number responding to this item.</p> <p>^a These ratings are for the combined rating of the Division of Alcohol and Drug Abuse, Comprehensive Psychiatric Services, Division of Mental Retardation and Developmental Disabilities, and Residential Care Facilities.</p> <p>^b This represents the ratings for all Division of Alcohol and Drug Abuse Consumers.</p> <p>^c This represents the ratings for all Comprehensive Psychiatric Services Consumers.</p> <p>^d This represents the ratings for all Division of Mental Retardation and Developmental Disabilities Consumers.</p>				

Some of the key findings were:

- The participants' responses to the quality of life questions indicated less satisfaction than their answers pertaining to satisfaction with services.
- The highest rated item for ADA was with safety in the facility (mean of 4.35) and the lowest rated item was with the amount of choices they have in their lives (mean of 3.67).
- The highest rated item for CPS was with safety in the home (mean of 4.04) and the lowest rated item was with the amount of choices they have in their lives (mean of 3.49).
- The highest rated item for MRDD was with safety in the facility (mean of 4.85) and the lowest rated item was with amount of choices they have in their lives (mean of 4.14).

Comparison by Gender in ADA, CPS, and MRDD Settings Combined

This analysis compared the responses of consumers by gender on the satisfaction survey items. Fifteen items showed significant differences. Females in combined settings were more satisfied with the services received. Males were more satisfied with their quality of life.

How satisfied are you...	Sex		Significance
	Male	Female	
With the staff who serve you?	4.18 (5584)	4.32 (5059)	F(1,10641)=62.580, p<.001
With how much your staff know how to get things done?	4.11 (5546)	4.26 (5013)	F(1,10557)=63.466, p<.001
With how staff keep things about you and your life confidential?	4.24 (5497)	4.35 (5000)	F(1,10495)=33.914, p<.001
That the treatment plan has what you want in it?	4.06 (5478)	4.23 (4974)	F(1,10450)=73.544, p<.001
That the treatment plan is being followed by those who assist you?	4.13 (5462)	4.28 (4947)	F(1,10407)=59.027, p<.001
That the staff respect your ethnic and cultural background?	4.25 (5386)	4.41 (4846)	F(1,10230)=78.183, p<.001
With the services you receive?	4.17 (5526)	4.32 (5011)	F(1,10535)=64.603, p<.001
That services are provided in a timely manner?	4.20 (3736)	4.28 (4078)	F(1,7812)=14.294, p<.001
With how you spend your day?	3.68 (5179)	3.55 (4910)	F(1,10087)=38.015, p<.001
With the amount of choices you have in your life?	3.61 (5151)	3.53 (4888)	F(1,10037)=11.007, p=.001
With the opportunities you have to make friends?	3.75 (5157)	3.63 (4860)	F(1,10015)=24.676, p<.001
With your general health care?	3.87 (5065)	3.72 (4824)	F(1,9887)=46.480, p<.001
With what you do in your free time?	3.76 (5142)	3.59 (4877)	F(1,10017)=55.196, p<.001
With how safe you feel in your home/agency?	4.24 (4416)	4.09 (4421)	F(1,8835)=47.211, p<.001
With how safe you feel in your neighborhood?	4.03 (5077)	3.92 (4843)	F(1,9918)=23.839, p<.001
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.</p>			

Comparison of Race/Ethnic Background in ADA, CPS, and MRDD Settings Combined

This analysis compared the responses of consumers by different racial and ethnic backgrounds on the satisfaction survey items. Caucasians and Hispanics were more satisfied with services than consumers of other racial and ethnic backgrounds. In general, African American consumers were more satisfied with their quality of life.

How satisfied are you...	White	Black	Hispanic	Native American	Bi-Racial	Other	Significance
With the staff who serve you? (a,b,c,d,e,f)	4.30 (8286)	4.08 (1887)	4.27 (129)	4.22 (155)	4.22 (152)	3.74 (126)	F(5,10729)=26.117, p<.001
With how much staff know how to get things done? (a,b,c,d,e)	4.22 (8206)	4.06 (1885)	4.24 (127)	4.15 (153)	3.98 (153)	3.71 (125)	F(5,10643)=17.626, p<.001
With how staff keep things confidential? (a,b,c,d,e,f)	4.34 (8180)	4.15 (1862)	4.25 (126)	4.23 (156)	4.24 (150)	3.76 (120)	F(5,10588)=19.520, p<.001
That the treatment plan has what you want in it? (a,b,c,d,e)	4.18 (8132)	4.02 (1862)	4.20 (128)	4.14 (151)	4.03 (149)	3.63 (126)	F(5,10542)=15.446, p<.001
That the treatment plan is being followed by those who assist you? (a,b,c,d)	4.24 (8091)	4.10 (1861)	4.27 (126)	4.14 (152)	4.03 (149)	3.77 (125)	F(5,10498)=12.978, p<.001
That the staff respect your cultural background? (a,b,c,d,e)	4.38 (7886)	4.18 (1882)	4.31 (127)	4.27 (152)	4.22 (151)	3.88 (124)	F(5,10316)=21.153, p<.001
With the services you receive? (a,b,c,d,e,f)	4.28 (8195)	4.12 (1872)	4.29 (128)	4.19 (156)	4.18 (152)	3.76 (125)	F(5,10622)=16.573, p<.001
That services are provided in a timely manner? (a,b)	4.29 (6175)	4.06 (1306)	4.22 (98)	4.21 (109)	4.15 (117)	3.81 (63)	F(5,7862)=15.829, p<.001
With how you spend your day? (a)	3.60 (7895)	3.70 (1771)	3.69 (118)	3.49 (143)	3.57 (141)	3.49 (109)	F(5,10171)=3.191, p=.007
With the amount of choices you have? (a,g)	3.55 (7860)	3.71 (1763)	3.62 (117)	3.37 (141)	3.39 (140)	3.38 (107)	F(5,10122)=7.620, p<.001
With the opportunities you have to make friends?	3.68 (7848)	3.76 (1756)	3.76 (118)	3.55 (142)	3.53 (141)	3.54 (106)	F(5,10105)=3.035, p=.010
With your general health care? (g)	3.79 (7738)	3.86 (1740)	3.83 (115)	3.49 (140)	3.81 (135)	3.73 (107)	F(5,9969)=3.469, p=.004
With what you do in your free time? (a)	3.66 (7834)	3.77 (1764)	3.59 (118)	3.56 (142)	3.74 (140)	3.58 (110)	F(5,10102)=3.159, p=.008
With how safe you feel in your home/agency?	4.18 (6933)	4.17 (1541)	4.21 (109)	3.87 (119)	4.00 (132)	3.87 (67)	F(5,8895)=4.180, p=.001
With how safe you feel in your neighborhood? (a,b,d)	4.02 (7770)	3.80 (1742)	4.00 (116)	3.84 (138)	3.72 (137)	3.52 (106)	F(5,10003)=18.491, p<.001

The first number represents a mean rating.

How satisfied are you? Scale: 1=Not at all satisfied . . . 5=Very satisfied.

How safe do you feel? Scale: 1=Not at all safe . . . 5=Very safe.

The number in parentheses represents the number responding to this item.

Scheffe Post-Hoc significance at .05 or less

- (a) Interaction between White and Black.
- (b) Interaction between White and Other.
- (c) Interaction between Black and Other.
- (d) Interaction between Hispanic and Other.
- (e) Interaction between Native American and Other.
- (f) Interaction between Bi-Racial and Other.
- (g) Interaction between Black and Native American.

Comparison by Age in ADA, CPS, and MRDD Settings Combined

This analysis compared the responses of consumers by three age categories: (1) youth under the age of 18 years; (2) adults between 18 and 49 years of age; and (3) adults 50 years of age and over. Both adult groups were more satisfied with services, while the youth were generally more satisfied with their quality of life. The oldest consumers were more satisfied with where they lived.

How satisfied are you...	0-17	18-49	50+	Significance
With the staff who serve you? (a,b)	4.17 (1199)	4.25 (7064)	4.30 (2186)	F(2,10446)=7.772, p<.001
With how much your staff know how to get things done? (a,b,c)	4.09 (1189)	4.18 (7026)	4.25 (2162)	F(2,10374)=11.597, p<.001
That the treatment plan is being followed by those who assist you? (b)	4.13 (1179)	4.20 (6939)	4.25 (2122)	F(2,10237)=6.227, p=.002
With the services you receive? (a,b,c)	4.17 (1188)	4.24 (7025)	4.31 (2141)	F(2,10351)=9.268, p<.001
That services are provided in a timely manner? (a,b,c)	4.10 (935)	4.23 (5157)	4.38 (1554)	F(2,7643)=27.251, p<.001
With how you spend your day? (a,c)	3.69 (1083)	3.59 (6753)	3.66 (2067)	F(2,9900)=6.412, p=.002
With where you live? (c)	3.78 (1075)	3.70 (6711)	3.85 (2049)	F(2,9832)=14.456, p<.001
With the opportunities/chances you have to make friends? (a)	3.80 (1086)	3.66 (6712)	3.72 (2045)	F(2,9840)=7.620, p=.001
With your general health care? (a,b,c)	3.95 (984)	3.76 (6683)	3.83 (2043)	F(2,9707)=14.057, p<.001
With what you do in your free time? (a,b)	3.83 (1078)	3.64 (6725)	3.70 (2044)	F(2,9844)=13.641, p<.001
With how safe you feel in your home/agency? (a,b)	4.38 (1092)	4.14 (5940)	4.09 (1618)	F(2,8647)=31.036, p<.001
With how safe you feel in your neighborhood? (a,b)	4.14 (1080)	3.95 (6626)	3.95 (2036)	F(2,9739)=14.383, p<.001
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item. Scheffe Post-Hoc significance at .05 or less (a) Interaction between ages 0-17 and 18-49. (b) Interaction between ages 0-17 and 50+. (c) Interaction between 18-49 and 50+.</p>				

Comparison by Current Living Situation in ADA, CPS, and MRDD Settings Combined

This analysis compared the responses of consumers by their current living situation. Those who were homeless had the lowest mean satisfaction ratings with services and with their quality of life. Those who lived Independently in the community had the highest mean satisfaction ratings with services and those living with their Biological Parents were generally more satisfied with safety in their home and neighborhood. Consumers in Residential Treatment Facilities were more satisfied with the amount of choices in their life and consumers in Group Homes were more satisfied with their opportunities to make friends and with their general health care.

How satisfied are you...	Independent	Group Home	Residential Treatment Facility	Homeless	Biological Parents	Other	Significance
With the staff who serve you? (a,b,c,e,h,j,l)	4.39 (5616)	4.20 (720)	4.20 (1051)	4.09 (238)	4.26 (685)	4.36 (522)	F(5,8826)=18.454, p<.001
With how much your staff know how to get things done? (a,b,c,e)	4.31 (5565)	4.17 (709)	4.13 (1040)	3.97 (240)	4.14 (676)	4.19 (516)	F(5,8740)=16.755, p<.001
With how staff keep things about you and your life confidential? (a,b,e)	4.43 (5578)	4.25 (700)	4.29 (1043)	4.22 (236)	4.39 (677)	4.38 (502)	F(5,8730)=10.195, p<.001
That your treatment plan has what you want on it? (b,e,f,l)	4.27 (5560)	4.17 (700)	4.15 (1037)	3.93 (235)	4.16 (671)	4.20 (491)	F(5,8688)=9.167, p<.001
That the treatment plan is being followed by those who assist you? (b,c,e)	4.33 (5523)	4.23 (701)	4.21 (1030)	4.05 (232)	4.19 (675)	4.22 (493)	F(5,8648)=10.709, p<.001
That the staff respect your ethnic and cultural background? (a,b)	4.46 (5359)	4.29 (681)	4.30 (1031)	4.27 (233)	4.40 (659)	4.35 (510)	F(5,8467)=11.678, p<.001
With the services you receive? (a,b,c,e)	4.38 (5586)	4.22 (695)	4.24 (1045)	4.08 (239)	4.22 (681)	4.30 (511)	F(5,8751)=13.064, p<.001
That services are provided in a timely manner? (a,b,c,e)	4.30 (5263)	4.15 (681)	4.07 (539)	3.95 (140)	4.13 (665)	4.21 (457)	F(5,7739)=13.462, p<.001
With how you spend your day? (a,b,c,d,f,i,k,l)	3.55 (5530)	3.73 (707)	3.72 (1049)	3.31 (230)	3.81 (635)	3.75 (510)	F(5,8655)=16.991, p<.001
With where you live? (e,f,g,i,k,l)	3.76 (5501)	3.66 (707)	3.80 (1037)	2.86 (222)	3.89 (630)	3.73 (510)	F(5,8601)=28.932, p<.001
With the amount of choices you have? (b,e,f,i,k,l)	3.53 (5514)	3.67 (698)	3.71 (1042)	3.20 (230)	3.64 (634)	3.63 (506)	F(5,8618)=10.589, p<.001
With opportunities you have to make friends? (a,b,c,d,e,f,i,k,l)	3.58 (5489)	3.93 (701)	3.90 (1044)	3.30 (226)	3.81 (638)	3.83 (505)	F(5,8597)=31.405, p<.001
With your general health care? (a,b,c,e,f,i,k,l)	3.71 (5457)	4.01 (700)	3.93 (1039)	3.27 (230)	3.92 (583)	3.88 (498)	F(5,8501)=26.752, p<.001
With what you do in your free time? (a,b,c,d,e,f,i,k,l)	3.58 (5493)	3.86 (703)	3.80 (1041)	3.27 (227)	3.87 (631)	3.78 (503)	F(5,8592)=23.447, p<.001
With how safe you feel in your home/agency? (c,e,f,g,i,k,l,m,n)	4.16 (5532)	4.06 (693)	4.24 (1005)	3.28 (195)	4.40 (649)	4.17 (509)	F(5,8577)=40.191, p<.001
With how safe you feel in your neighborhood? (c,e,f,i,k,l)	3.98 (5495)	4.04 (682)	4.04 (1005)	3.09 (206)	4.17 (643)	3.98 (503)	F(5,8528)=33.367, p<.001

The first number represents a mean rating.

How satisfied are you? Scale: 1=Not at all satisfied . . . 5=Very satisfied.

How safe do you feel? Scale: 1=Not at all safe . . . 5=Very safe.

The number in parentheses represents the number responding to this item.

Scheffe Post-Hoc significance at .05 or less

- (a) Interaction between Independent and Group Home.
- (b) Interaction between Independent and RTF.
- (c) Interaction between Independent and Biological Parents.
- (d) Interaction between Independent and Other.
- (e) Interaction between Independent and Homeless.
- (f) Interaction between Group Home and Homeless.
- (g) Interaction between Group Home and Biological Parents.
- (h) Interaction between Group Home and Other.
- (i) Interaction between RTF and Homeless.
- (j) Interaction between RTF and Other.
- (k) Interaction between Homeless and Biological Parents.
- (l) Interaction between Homeless and Other.
- (m) Interaction between Biological Parents and Other.
- (n) Interaction between Group Home and RTF.

Comparison by Whether Resided in Residential Treatment in ADA, CPS, and MRDD Settings Combined

This analysis compared the responses of consumers by whether the individual had lived in a residential treatment facility during the past year. Consumers who had not lived in a residential treatment facility were more satisfied with the services they received. Those who had lived in residential treatment facilities were generally more satisfied with their quality of life. Consumers who had not lived in a residential treatment facility were generally more satisfied with where they live.

How satisfied are you...	Resided in Residential Treatment		Significance
	Yes	No	
With the staff who serve you?	4.24 (1913)	4.38 (5666)	F(1,7577)=39.585, p<.001
With how much your staff know how to get things done?	4.16 (1897)	4.29 (5616)	F(1,7511)=30.584, p<.001
With how staff keep things about you and your life confidential?	4.25 (1905)	4.43 (5598)	F(1,7501)=59.708, p<.001
That the treatment plan has what you want in it?	4.12 (1900)	4.27 (5585)	F(1,7483)=37.055, p<.001
that the treatment plan is being followed by those who assist you?	4.19 (1886)	4.32 (5556)	F(1,7440)=30.311, p<.001
That the staff respect your ethnic and cultural background?	4.29 (1861)	4.45 (5389)	F(1,7248)=54.834, p<.001
With the services you receive?	4.23 (1888)	4.37 (5613)	F(1,7499)=32.834, p<.001
That services are provided in a timely manner?	4.12 (1880)	4.29 (5534)	F(1,7412)=48.652, p<.001
With how you spend your day?	3.68 (1872)	3.54 (5492)	F(1,7362)=21.347, p<.001
With where you live?	3.66 (1852)	3.73 (5465)	F(1,7315)=5.470, p=.019
With the amount of choices you have in your life?	3.59 (1865)	3.51 (5481)	F(1,7344)=6.989, p=.008
With the opportunities you have to make friends?	3.76 (1868)	3.58 (5459)	F(1,7325)=36.077, p<.001
With your general health care?	3.83 (1833)	3.72 (5401)	F(1,7232)=12.693, p<.001
With what you do in your free time?	3.75 (1863)	3.58 (5455)	F(1,7316)=29.745, p<.001
With how safe you feel in your neighborhood?	4.05 (1834)	3.95 (5440)	F(1,7272)=12.005, p=.001
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.</p>			